



# Technology Investment Council



## State of Delaware Technology Investment Council Meeting Minutes December 8, 2015

### Technology Investment Council Attendees

Name	Title Organization	Attendance	Represented by
James Collins	Chief Information Officer Dept. of Technology and Information	Present	
Mike Morton	Controller General State of Delaware	Present	Jackie Griffith
Ann Visalli	Director Office of Management & Budget	Present	
Steven Godowsky	Secretary Department of Education	Excused	David Blowman
Leo E. Strine, Jr.	Chief Justice State of Delaware	Present	Dale Matthews
James Canalichio	Vice President of Information Technology Dixon Valve & Coupling Co.	Excused	
Dan Grim	Chief Technology Officer University of Delaware	Present	
Ed Krupka	Chief Information Officer Burris Logistics	Present	
Glenn Tascione	Senior Vice President PNC Bank	Present	

### **Call to Order**

Chief Information Officer (CIO), James Collins called the December 8, 2015 TIC meeting to order at approximately 9:02 am.

### **Welcome**

CIO James Collins welcomed everyone including our newest council member Ed Krupka from Burris Logistics. The introductions were made at the Dover and Wilmington Video Teleconference (VTC) locations. TIC members' attendance was noted as shown in the above table. Others in attendance included DTI Senior Staff, Managers, and employees from other state agencies. These representatives included the Department of Finance and the Attorney General's office.

### **Approval of Minutes**

CIO James Collins asked if all the members received and reviewed the September 15, 2015 TIC meeting minutes and requested a motion to approve them. Ann Visalli made a motion to approve the minutes, and Dan Grim seconded the motion. With no opposition, the motion was carried.

### **CIO Update ~ James Collins**

I have been in my role for a year now and one of the key initiatives that the Leadership team and I worked on was creating a new mission and vision for DTI that better aligns with our customer's needs. It has been my priority to understand how technology can best meet our customer's business goals and align DTI's mission with our customer's priorities. We are in the process of weaving the below Vision/Mission/Core Values into our performance plans.

**Vision:**

Improving the lives of Delawareans through advanced technologies that innovate government services

**Mission:**

We provide technology services and collaborative solutions for Delaware

**Core Values:**

1. Value people and their contributions!
2. Provide responsible stewardship!
3. Be a strong and collaborative business partner!
4. Innovate!

**DTI Highlights ~ James Collins**

**EO**

Governor Markell signed Executive Order 55, establishing the Delaware Cyber Security Advisory Council. It is a public/private council created to raise the overall security posture in the state. The council will bring together key members of state agencies, higher education, as well as small and large businesses to support and make recommendations on issues such as:

- Best practices to mitigate cyber security risks to critical infrastructure and protected systems
- Improving the overall cyber security posture across all sectors in Delaware

Developing increased information sharing between all sectors in Delaware. We are working with the Governor's Office on appointments to the board now.

**Expanding Cloud First to include Infrastructure as a service (IaaS)**

- Parthiban and his team have been working with Dean Stotler from OMB/GSS to finalize a contract
- DTI has identified a number of servers that can be migrated to a cloud provider
- There is a business driver to establish contracts with multiple public cloud providers
- An additional benefit of leveraging an IaaS is it will provide another option to manage data center space

**End of life – Microsoft server 2003** – We originally started with over 360 servers, and now are down to less than 60. We have completed the initial phase that entailed replacing the public facing servers. The current deadline is December 31<sup>st</sup> to have the majority of the remainder migrated.

Internet Explorer After Jan. 12, 2016 – Only the most recent version of Internet Explorer (IE) will receive technical support and security updates:

- What does that mean?
  - Customers using versions 8, 9 or 10 should migrate to IE 11
  - Compatibility – some services work with only specific versions of browsers
  - Enterprise/Compatibility Mode works for PHRST, FSF & SSO
  - DTI will continue to send out guidance to all non ITC agencies. We are on target for ITC agencies to be upgraded to IE 11
- Upgrades can be scripted centrally after applications are tested.

#### **Broadband Grant Phase**

- The most recent segment (phase 1) has been completed from Lewis to Seaford. As a result, three 800 MHz towers are now connected to the fiber backbone at the Georgetown Library and DELDOT DMV campus. This is the progress that we hoped for. More details of the impact this is having in Sussex County will be included at future meetings.
- The University of Delaware signed an agreement with Princeton Hosted Solutions on Oct. 1 for an extensive upgrade to the University's Network. This upgrade will leverage the significant increase in statewide fiber being installed by Lightower Fiber Networks. These network upgrades are made possible by investments from the State's Delaware Broadband Fund.
- Next Steps:
  - We have around 750,000 left in the fund
  - We are meeting with Sussex County leaders and businesses to find out the most important needs in Sussex.

#### **Role of TIC**

- Revisiting the role of the TIC
  - Advise
  - Recommend
  - Enforce best practices
  - Monitor technology projects
- The goal is to increase the TIC's participation in enterprise and strategic decisions.

#### **Enterprise Services & Solutions**

##### **Salesforce Enterprise Platform**

- Flexible and includes responsive designs and mobility
- Improved application reliability & performance
- Scalable and reduces our need to buy extra resources upfront
- Increasing adoption by other State and local governments
- Broad vendor support options are available.

##### **Our successes:**

- Implemented 10 application's
- 4 projects are inflight with 7 in the planning phase.

##### **Next Steps:**

- Work with OMB to review contract options and benefits
- Consider Enterprise Contract vs purchasing standalone licenses.

If we use the force.com platform for FACTS II, we can look to negotiate an enterprise license to lower the cost. Force.com is similar to a COTS solution but you can make changes and have control instead of waiting for an upgrade/release. There are other platforms that are maturing in that space, such as ServiceNow, which we also have. There are some risks, but we see so much benefit growing it for the state.

*Glen Tascione's*

- He is an advocate of the cloud, and it's a great direction for the state to be moving in.
- He has experience of Amazon AWS and feels that Salesforce is the right model to be moving into.

Salesforce applications:

**Completed**

DNREC Mosquito Control  
DNREC Boat Registration  
DOS Division of Professional Regulation  
DOS Corporate and International Development  
DOS HR Commission for Women  
DEDO CRM  
Governor's Constituent Tracking  
Lottery Gaming Applicants  
DTI CES CRM  
DSHS DivComm Maintenance Management System

**In-Flight**

DelDOT Innovation Station  
DDA Nutrient Management  
DOE Scholarship Case Tracking  
OMB Labor Relations

**Future (On Deck or Potential)**

DOS One Stop  
Governor's Office Judicial Nomination form  
Governor's Office Ideas from Public  
Fire Marshall ILS and ePermit combination  
DSHS – OABCC  
DDA – Another area, can't remember which  
Facts II

**Open Data Portal**

Sharing data between agencies and publishing data to the public that is useful is a goal of open data. Socrata has a tool that will:

- Improves the ability to share data internally and externally
- Consolidate existing public data sets into one tool.

We are working on an Executive Order that includes all stakeholders. Currently Delaware's open data is available on multiple websites and formats so we are partnering with DOS to develop the

portal and a consolidated list of State's data sets. We hope that the Governor will issue an EO to establish a council to figure out which data is published and the process to keep data refreshed.

*Ann Visalli* – I feel we need to try to figure out other methods to share data and I would recommend starting on a voluntary basis then if needed, go to governance.

*James Collins* – There are examples of agencies staff having to gather the data now, and this tool will be able to allow the public to gather the information. We have attempted to accomplish this on a voluntary basis but it has not been given the priority it warrants.

### Splunk tool

There is a lack of network visibility; we have data and logs that we can't correlate together.

DTI is implementing a log correlation tool called Splunk, which will turn data into information we can use. The initial deployment will be on all DTI managed systems, and future phases will include the ability to capture log files from any State agency. We hope to roll this out in Q1 2016.

Machine-generated data is one of the fastest growing and complex areas of big data. It's also one of the most valuable, containing a definitive record of all user transactions, customer behavior, machine behavior, security threats, fraudulent activity, and more. Splunk turns machine data into valuable insights. It's what we call Operational Intelligence. Operational Intelligence gives you a real-time understanding of what's happening across your IT systems and technology infrastructure so you can make informed decisions.

### **Major Projects Update – CTO Bob Rhodes**

#### FACTS II

- The project is suspended and there has been an initiative to look at a new approach
- The old transfer solution didn't fit the state model
- We have met with other companies and the current vendor
- We are close to announcing a path forward for this project
- It will help us stay close to the original budget and provide the services the DSCYF needs
- We spoke to CO, NJ, IN to make sure we are on firm ground in our approach.

Delaware Medicaid – Status is green with no major issues.

Eligibly Modernization Project – They had an issue around their schedule but they are back on track with a multi release strategy. In the final phase, there is a software update scheduled. One release rolled out last month with no major issues. Also, this allowed one of the mainframes to be decommissioned.

Body cameras – The State Police are currently conducting pilots with several vendors. There has not been a decision made on a particular technology, and we haven't gotten a proof of concept. DTI has provided opinions and information on storage needs to DSP.

### **Security Program~ CSO Elayne Starkey** **SOC (Security Operations Center)–**

- Cyber Security Executive Order 55
- 6<sup>th</sup> Annual Cyber Security Workshop
  - Over 300 people from state, public
  - Day long education workshop
- Cyber Security Month - October
  - Governor Markell signed proclamation at 4<sup>th</sup> grade internet safety presentation
    - average of 6200 4<sup>th</sup> graders get education
  - National cyber security poster contest winner Neela Moody was recognized by Governor Markell
  - Verizon partnership (grant funding)–Dart Bus Wrap
- Certified Information Security Professionals
  - Technical training for employees
  - Gold standard for security certification across the world
  - Had 12 employees/UD pass the exam
- Combined Disaster Recovery & COOP drill – hosted last spring
  - Finalists for NASCIO annual awards

#### **Open discussion –**

There were not any additional items discussed.

#### **Public comment –**

There was not any comment from the public.

#### **Conclusion ~ James Collins:**

James Collins thanked everyone for the input into the meeting. He informed the Council that the next scheduled TIC Meeting will be on March 8, 2016. It will be held in two video teleconference locations in Dover and Wilmington.

#### **Adjournment – James Collins:**

With no further business to be conducted, Jackie Griffith made the motion to adjourn, and Dan Grim seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:16 am.

Respectfully submitted,  
Ronda Ramsburg